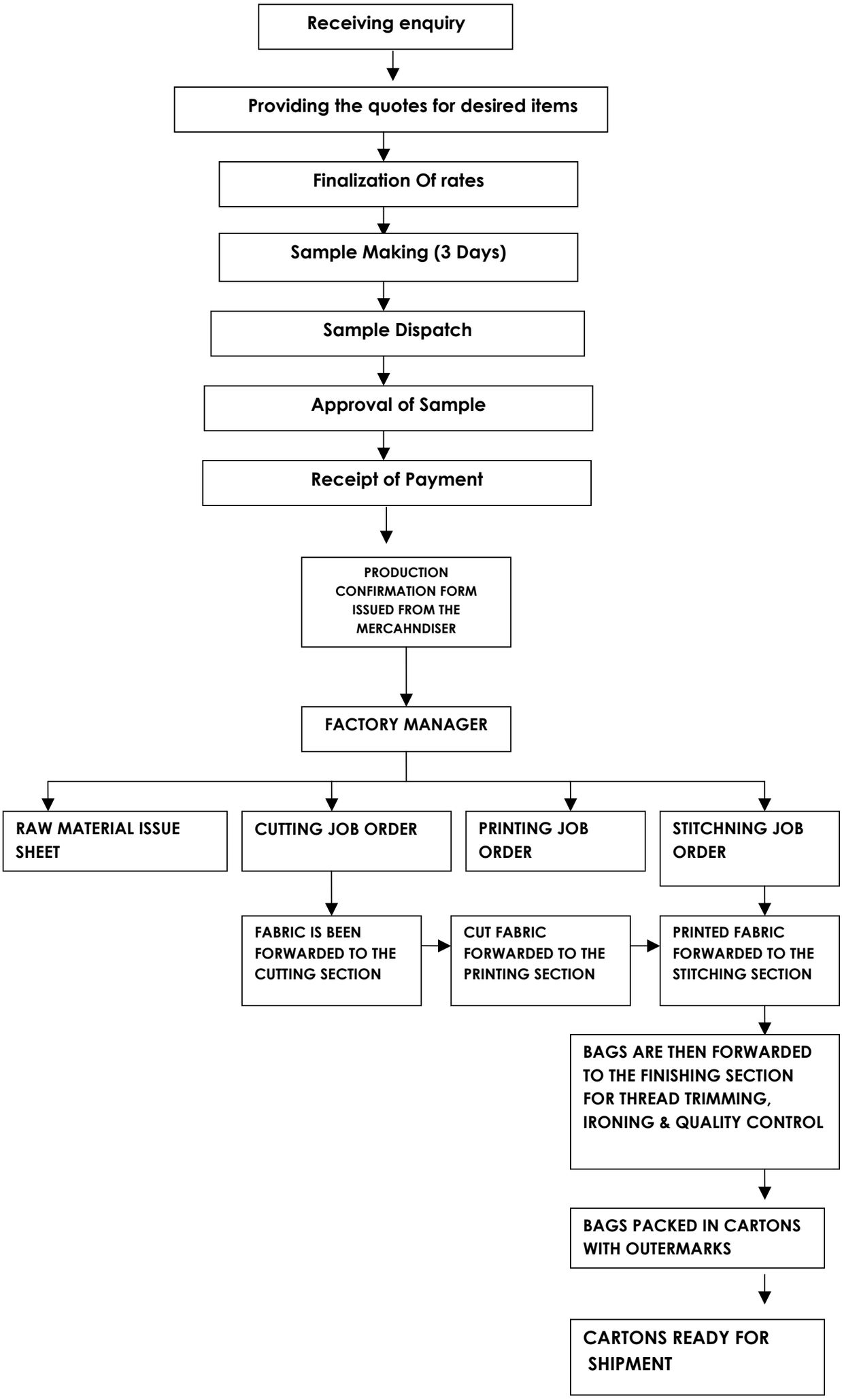PROCESS FLOW